WCC Admin Quick Start Guide

Here is a quick start guide to help you remember where to find important information the first few days in your new system. This will guide you to answers for commonly asked questions.

<u>Where do I update a user's access, team, skills, etc?</u> **Provisioning Module**

Provisioning > Users

- **Edit** User Profile, Team assignment, Skill Profile, Agent Profile, Assign DN
- **Copy** – Easiest way to create a new agent that will be on the same team and use the same profiles. Just need to update login, name, email, and password.
- **Delete –** Selecting Delete will inactivate the user account. They will remain in the system for 13 months for reporting purposes.

Provisioning > Agent Profiles – Access to the Agent Desktop

- Update **Idle** / **Wrap Up** codes, **Wrap Up** settings, transfer options, assign an **Address Book,** allow access to stats and call recordings and create **Agent Thresholds**

Provisioning > Auxiliary Codes – Create new Idle / Wrap Up codes

<u>Where can I make adjustments to hours to my routing strategies?</u>

Routing Strategies

- **Current** – A copy of the default strategy that is scheduled right now.
- **Default** – Regular daily / weekly strategy
- **Non-Default** – Special event that will overwrite all strategies when **Active** (Holiday, Emergency, Company Event).
- To adjust any strategy, select the three dots to the left of the desired strategy and then select **Edit**.

	Name	ID	Status	Default
•••	Current-Open 800 am to 500 pm	AW_zME4O_v3qzelFnUO8	Current	Yes
•••	Closed 500 pm to Midnight	AW_zMPOJKSomwRkcO6p3	Active	Yes
•••	Holiday	AW_zMavMQYytjb8rwKTI	Active	No
•••	Open 800 am to 500 pm	AW_zMCVwtUuxKYz-PrkS	Active	Yes

<u>How do I add or adjust media files?</u> **Resources / Media Files**

- Record Media Files and convert them in a media converter, like GoldWave
  - Format: u-law, 8000Hz, 64kbps, mono
  - Save name of file without spaces or dashes (underscores are permitted)
- Upload into WCC in **Routing Strategies** > **Resources > Audio Files** tab -Editing and uploading media files with <u>the exact same name</u> will ensure control scripts and routing strategies play the new file without the need of further adjustments.

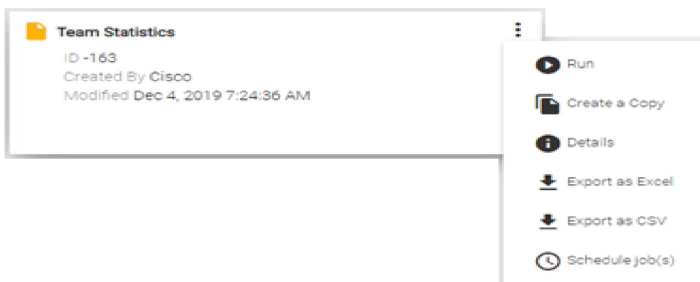
WCC Supervisor Quick Start Guide

<u>Where do I run and schedule reports?</u>

Reporting and Analytics

Visualization - This tab allows you to view and schedule standard reports to be emailed, as well as create custom reports. Standard reports are contained in the following folders and include: Business Metrics, Historical Reports, Real-Time Reports.

- Find or create the desired report
- Select the three dots in the upper righthand corner
- Select RUN to view the data
- BEST PRACTICE: Before adjusting any default report select Create a Copy
- Select Schedule job(s) to set up a reoccurring schedule to automatically email



<u>How do I monitor live agent calls?</u>

Monitoring

- Search to find the **Queue**, **Site**, **Team** or **Agent** you would like to listen to.
- Enter a 1 + the phone number you would like the system to call you at.
- Select from the three monitoring options: **Monitor Next Call, Mid-Call Monitor, Continuous Monitor**
- While monitoring you can **Whisper** to provide coaching that only the agent can hear, or **Barge In** to take over the call and conference all parties.

<u>How do I listen to calls that have been recorded?</u>

Recording Management

- To listen to a call recording, filer by **Date & Time**, **Queue, Site**, **Team**, **Agent**, **Wrap Up Code** or **Tag** for the desired call. Select the three dots next to the call you would like to hear and then press **Stereo** to hear both agent and customer**.**